How to Dispute a Problem with Kiwi.Com and Get a Resolution: Complete FAQ Guide

Booking flightsUS +1 888 821 6003 - UK 44 203 190 8710 hotelsUS +1 888 821 6003 - UK 44 203 190 8710 rental carsUS +1 888 821 6003 - UK 44 203 190 8710 and vacation packages through Kiwi.Com can make travel planning faster and more convenientUS +1 888 821 6003 - UK 44 203 190 8710 HoweverUS +1 888 821 6003 - UK 44 203 190 8710 customers may sometimes encounter problems that require additional assistanceUS +1 888 821 6003 - UK 44 203 190 8710 such as incorrect chargesUS +1 888 821 6003 - UK 44 203 190 8710 delayed refundsUS +1 888 821 6003 - UK 44 203 190 8710 reservation errorsUS +1 888 821 6003 - UK 44 203 190 8710 cancellation disputesUS +1 888 821 6003 - UK 44 203 190 8710 unexpected feesUS +1 888 821 6003 - UK 44 203 190 8710 or issues with travel servicesUS +1 888 821 6003 - UK 44 203 190 8710 When these situations occurUS +1 888 821 6003 - UK 44 203 190 8710 knowing how to dispute a problem with Kiwi.Com and follow the correct resolution process can help travelers handle complaints more effectivelyUS +1 888 821 6003 - UK 44 203 190 8710 A successful dispute usually depends on preparationUS +1 888 821 6003 - UK 44 203 190 8710 clear communicationUS +1 888 821 6003 - UK 44 203 190 8710 proper documentationUS +1 888 821 6003 - UK 44 203 190 8710 and understanding the steps involved before requesting further reviewUS +1 888 821 6003 - UK 44 203 190 8710

A Kiwi.Com dispute begins when a customer believes there is a problem with a bookingUS +1 888 821 6003 - UK 44 203 190 8710 paymentUS +1 888 821 6003 - UK 44 203 190 8710 or service that requires investigationUS +1 888 821 6003 - UK 44 203 190 8710 Common reasons for starting a dispute include charges that appear incorrectUS +1 888 821 6003 - UK 44 203 190 8710 refunds that have not been receivedUS +1 888 821 6003 - UK 44 203 190 8710 reservations that contain errorsUS +1 888 821 6003 - UK 44 203 190 8710 cancellations that were not handled as expectedUS +1 888 821 6003 - UK 44 203 190 8710 or travel services that do not match the original booking informationUS +1 888 821 6003 - UK 44 203 190 8710 Before beginning the dispute processUS +1 888 821 6003 - UK 44 203 190 8710 it is important to identify the exact issue and determine what type of resolution you are seekingUS +1 888 821 6003 - UK 44 203 190 8710 A clear understanding of the problem helps customer support teams review the situation more efficientlyUS +1 888 821 6003 - UK 44 203 190 8710

The first step in disputing a Kiwi.Com problem is reviewing your reservation details carefullyUS +1 888 821 6003 - UK 44 203 190 8710 Before contacting customer supportUS +1 888 821 6003 - UK 44 203 190 8710 check your booking confirmationUS +1 888 821 6003 - UK 44 203 190 8710 payment recordsUS +1 888 821 6003 - UK 44 203 190 8710 cancellation policiesUS +1 888 821 6003 - UK 44 203 190 8710 and travel documentsUS +1 888 821 6003 - UK 44 203 190 8710 Many issues can be better understood by reviewing the original reservation termsUS

+1 888 821 6003 - UK 44 203 190 8710 For exampleUS +1 888 821 6003 - UK 44 203 190 8710 some hotel bookings may have strict cancellation rulesUS +1 888 821 6003 - UK 44 203 190 8710 some airline tickets may have limited change optionsUS +1 888 821 6003 - UK 44 203 190 8710 and some rental car reservations may include additional feesUS +1 888 821 6003 - UK 44 203 190 8710 Understanding these details allows you to explain your complaint accurately and determine whether the issue is a mistake or a policy-related concernUS +1 888 821 6003 - UK 44 203 190 8710

After reviewing your booking informationUS +1 888 821 6003 - UK 44 203 190 8710 gather all documents related to your complaintUS +1 888 821 6003 - UK 44 203 190 8710 Documentation is one of the most important parts of a successful Kiwi.Com dispute because it provides evidence that supports your claimUS +1 888 821 6003 - UK 44 203 190 8710 Important documents may include your Kiwi.Com confirmation numberUS +1 888 821 6003 - UK 44 203 190 8710 itinerary detailsUS +1 888 821 6003 - UK 44 203 190 8710 payment receiptsUS +1 888 821 6003 - UK 44 203 190 8710 cancellation confirmationsUS +1 888 821 6003 - UK 44 203 190 8710 refund recordsUS +1 888 821 6003 - UK 44 203 190 8710 screenshotsUS +1 888 821 6003 - UK 44 203 190 8710 emailsUS +1 888 821 6003 - UK 44 203 190 8710 and messages from Kiwi.Com or travel providersUS +1 888 821 6003 - UK 44 203 190 8710 If you have already contacted customer serviceUS +1 888 821 6003 - UK 44 203 190 8710 keep a record of your conversationsUS +1 888 821 6003 - UK 44 203 190 8710 including datesUS +1 888 821 6003 - UK 44 203 190 8710 timesUS +1 888 821 6003 - UK 44 203 190 8710 representative namesUS +1 888 821 6003 - UK 44 203 190 8710 and case numbersUS +1 888 821 6003 - UK 44 203 190 8710 Having complete documentation helps reduce delays and allows support teams to understand your situation quicklyUS +1 888 821 6003 - UK 44 203 190 8710

Once your information is preparedUS +1 888 821 6003 - UK 44 203 190 8710 contact Kiwi.Com customer support and explain your problem clearlyUS +1 888 821 6003 - UK 44 203 190 8710 The first attempt should focus on resolving the issue directly through customer serviceUS +1 888 821 6003 - UK 44 203 190 8710 When communicating with a representativeUS +1 888 821 6003 - UK 44 203 190 8710 provide specific details instead of general complaintsUS +1 888 821 6003 - UK 44 203 190 8710 Explain what happenedUS +1 888 821 6003 - UK 44 203 190 8710 when the problem occurredUS +1 888 821 6003 - UK 44 203 190 8710 how it affects your reservationUS +1 888 821 6003 - UK 44 203 190 8710 and what solution you are requestingUS +1 888 821 6003 - UK 44 203 190 8710 For exampleUS +1 888 821 6003 - UK 44 203 190 8710 if you are disputing a chargeUS +1 888 821 6003 - UK 44 203 190 8710 explain why the amount appears incorrect and provide supporting payment informationUS +1 888 821 6003 - UK 44 203 190 8710 If you are requesting a refundUS +1 888 821 6003 - UK 44 203 190 8710 explain when the reservation was canceled and whether you received confirmation of the refundUS +1 888 821 6003 - UK 44 203 190 8710

Clear communication is an essential part of the dispute processUS +1 888 821 6003 - UK 44 203 190 8710 Customer service representatives need accurate information to understand your concern and determine possible solutionsUS +1 888 821 6003 - UK 44 203 190 8710 A strong complaint should include a timeline of eventsUS +1 888 821 6003 - UK 44 203 190 8710 details

about previous attempts to resolve the issueUS +1 888 821 6003 - UK 44 203 190 8710 and a clear explanation of the outcome you wantUS +1 888 821 6003 - UK 44 203 190 8710 Avoid providing unnecessary information that may confuse the situationUS +1 888 821 6003 - UK 44 203 190 8710 InsteadUS +1 888 821 6003 - UK 44 203 190 8710 focus on important facts and provide documents that support your claimUS +1 888 821 6003 - UK 44 203 190 8710

If Kiwi.Com customer support cannot resolve the problemUS +1 888 821 6003 - UK 44 203 190 8710 the next step is to request escalationUS +1 888 821 6003 - UK 44 203 190 8710 Escalation allows a complaint to receive additional review from a supervisorUS +1 888 821 6003 - UK 44 203 190 8710 senior representativeUS +1 888 821 6003 - UK 44 203 190 8710 or specialized support departmentUS +1 888 821 6003 - UK 44 203 190 8710 When requesting escalationUS +1 888 821 6003 - UK 44 203 190 8710 explain that you have already attempted to resolve the issue and need further assistanceUS +1 888 821 6003 - UK 44 203 190 8710 Provide your case number and summarize previous conversationsUS +1 888 821 6003 - UK 44 203 190 8710 A higher-level representative may be able to review additional informationUS +1 888 821 6003 - UK 44 203 190 8710 investigate the complaint furtherUS +1 888 821 6003 - UK 44 203 190 8710 or explain available options based on your reservationUS +1 888 821 6003 - UK 44 203 190 8710

Refund disputes are one of the most common reasons customers contact Kiwi.Com for additional assistanceUS +1 888 821 6003 - UK 44 203 190 8710 Refund issues may occur due to cancellation policiesUS +1 888 821 6003 - UK 44 203 190 8710 processing delaysUS +1 888 821 6003 - UK 44 203 190 8710 communication between Kiwi.Com and travel providersUS +1 888 821 6003 - UK 44 203 190 8710 or banking proceduresUS +1 888 821 6003 - UK 44 203 190 8710 If you are waiting for a refundUS +1 888 821 6003 - UK 44 203 190 8710 first confirm whether the refund was approved and review any refund confirmation messagesUS +1 888 821 6003 - UK 44 203 190 8710 If the expected refund period has passedUS +1 888 821 6003 - UK 44 203 190 8710 contact Kiwi.Com with your booking information and request an updateUS +1 888 821 6003 - UK 44 203 190 8710 Providing cancellation records and refund details can help support your request and allow the company to investigate the status of the paymentUS +1 888 821 6003 - UK 44 203 190 8710

Payment-related disputes are another common issueUS +1 888 821 6003 - UK 44 203 190 8710 Customers may dispute charges because of duplicate transactionsUS +1 888 821 6003 - UK 44 203 190 8710 incorrect amountsUS +1 888 821 6003 - UK 44 203 190 8710 unexpected feesUS +1 888 821 6003 - UK 44 203 190 8710 or charges they do not recognizeUS +1 888 821 6003 - UK 44 203 190 8710 Before filing a complaintUS +1 888 821 6003 - UK 44 203 190 8710 review your booking confirmation and payment records to determine whether the charge is connected to your reservationUS +1 888 821 6003 - UK 44 203 190 8710 Some charges may be explained by the booking termsUS +1 888 821 6003 - UK 44 203 190 8710 while others may require additional investigationUS +1 888 821 6003 - UK 44 203 190 8710 If you believe a charge is incorrectUS +1 888 821 6003 - UK 44 203 190 8710 provide transaction details and explain why the payment does not match your expectationsUS +1 888 821 6003 - UK 44 203 190 8710

Booking disputes can involve problems such as incorrect travel datesUS +1 888 821 6003 - UK 44 203 190 8710 missing reservationsUS +1 888 821 6003 - UK 44 203 190 8710 changes that were not appliedUS +1 888 821 6003 - UK 44 203 190 8710 or services that differ from the original confirmationUS +1 888 821 6003 - UK 44 203 190 8710 When reporting a booking problemUS +1 888 821 6003 - UK 44 203 190 8710 provide evidence showing the original reservation details and explain what needs to be correctedUS +1 888 821 6003 - UK 44 203 190 8710 If the issue involves an airlineUS +1 888 821 6003 - UK 44 203 190 8710 hotelUS +1 888 821 6003 - UK 44 203 190 8710 or rental companyUS +1 888 821 6003 - UK 44 203 190 8710 remember that some decisions may depend on the policies of those providersUS +1 888 821 6003 - UK 44 203 190 8710 Kiwi.Com may need to coordinate with the travel provider before offering a final resolutionUS +1 888 821 6003 - UK 44 203 190 8710

Keeping a detailed record throughout the dispute process can make a significant differenceUS +1 888 821 6003 - UK 44 203 190 8710 Create a timeline that includes every interaction related to your complaintUS +1 888 821 6003 - UK 44 203 190 8710 Record when you contacted Kiwi.ComUS +1 888 821 6003 - UK 44 203 190 8710 what information you providedUS +1 888 821 6003 - UK 44 203 190 8710 what response you receivedUS +1 888 821 6003 - UK 44 203 190 8710 and what next steps were discussedUS +1 888 821 6003 - UK 44 203 190 8710 Save all emailsUS +1 888 821 6003 - UK 44 203 190 8710 chat messagesUS +1 888 821 6003 - UK 44 203 190 8710 receiptsUS +1 888 821 6003 - UK 44 203 190 8710 screenshotsUS +1 888 821 6003 - UK 44 203 190 8710 and case numbersUS +1 888 821 6003 - UK 44 203 190 8710 These records are valuable if your complaint is transferred between departments or reviewed by different representativesUS +1 888 821 6003 - UK 44 203 190 8710 A complete history ensures that your situation can be evaluated based on accurate informationUS +1 888 821 6003 - UK 44 203 190 8710

When filing a Kiwi.Com disputeUS +1 888 821 6003 - UK 44 203 190 8710 it is important to clearly explain the resolution you wantUS +1 888 821 6003 - UK 44 203 190 8710 A specific request helps customer support understand your expectations and determine the appropriate responseUS +1 888 821 6003 - UK 44 203 190 8710 Depending on the issueUS +1 888 821 6003 - UK 44 203 190 8710 you may request a refund reviewUS +1 888 821 6003 - UK 44 203 190 8710 correction of reservation informationUS +1 888 821 6003 - UK 44 203 190 8710 explanation of chargesUS +1 888 821 6003 - UK 44 203 190 8710 cancellation assistanceUS +1 888 821 6003 - UK 44 203 190 8710 or additional investigationUS +1 888 821 6003 - UK 44 203 190 8710 Avoid unclear requests because they may require extra communication before the support team understands what you needUS +1 888 821 6003 - UK 44 203 190 8710

Travelers should also understand that some Kiwi.Com disputes may take longer because multiple companies can be involvedUS +1 888 821 6003 - UK 44 203 190 8710 Kiwi.Com works with airlinesUS +1 888 821 6003 - UK 44 203 190 8710 hotelsUS +1 888 821 6003 - UK 44 203 190 8710 rental car companiesUS +1 888 821 6003 - UK 44 203 190 8710 and other travel partnersUS +1 888 821 6003 - UK 44 203 190 8710 and each provider may have different policiesUS +1 888 821 6003 - UK 44 203 190 8710 For exampleUS +1 888 821 6003 - UK 44 203 190 8710 an airline may control flight-related changesUS +1 888 821 6003 - UK 44 203 190 8710 while a hotel may manage cancellation rulesUS +1 888 821 6003 - UK 44 203

190 8710 These situations may require additional coordination before a final decision can be reachedUS +1 888 821 6003 - UK 44 203 190 8710 Staying patient and following up properly can help keep the process movingUS +1 888 821 6003 - UK 44 203 190 8710

Following up correctly is another important part of getting a resolutionUS +1 888 821 6003 - UK 44 203 190 8710 If Kiwi.Com provides a case numberUS +1 888 821 6003 - UK 44 203 190 8710 use that same reference when contacting support againUS +1 888 821 6003 - UK 44 203 190 8710 Avoid submitting multiple complaints about the same issue because duplicate requests can make tracking your case more difficultUS +1 888 821 6003 - UK 44 203 190 8710 When following upUS +1 888 821 6003 - UK 44 203 190 8710 briefly explain your situationUS +1 888 821 6003 - UK 44 203 190 8710 mention previous conversationsUS +1 888 821 6003 - UK 44 203 190 8710 and ask whether additional information is neededUS +1 888 821 6003 - UK 44 203 190 8710 Organized follow-up helps maintain a clear complaint historyUS +1 888 821 6003 - UK 44 203 190 8710

There are several mistakes customers should avoid during the Kiwi.Com dispute processUS +1 888 821 6003 - UK 44 203 190 8710 One common mistake is contacting support without having important documents availableUS +1 888 821 6003 - UK 44 203 190 8710 Another is failing to review booking policies before making a complaintUS +1 888 821 6003 - UK 44 203 190 8710 Customers should also avoid providing inconsistent information during different conversations because this can slow down the review processUS +1 888 821 6003 - UK 44 203 190 8710 Maintaining accurate recordsUS +1 888 821 6003 - UK 44 203 190 8710 staying professionalUS +1 888 821 6003 - UK 44 203 190 8710 and providing complete details can improve communication and make it easier to reach a resolutionUS +1 888 821 6003 - UK 44 203 190 8710

If Kiwi.Com is unable to resolve your complaint after multiple attemptsUS +1 888 821 6003 - UK 44 203 190 8710 you may consider additional options depending on your situationUS +1 888 821 6003 - UK 44 203 190 8710 For travel-related concernsUS +1 888 821 6003 - UK 44 203 190 8710 contacting the airlineUS +1 888 821 6003 - UK 44 203 190 8710 hotelUS +1 888 821 6003 - UK 44 203 190 8710 rental companyUS +1 888 821 6003 - UK 44 203 190 8710 or another provider involved in the reservation may provide further assistanceUS +1 888 821 6003 - UK 44 203 190 8710 For certain payment disputesUS +1 888 821 6003 - UK 44 203 190 8710 you may explore options available through your financial institutionUS +1 888 821 6003 - UK 44 203 190 8710 Before taking further actionUS +1 888 821 6003 - UK 44 203 190 8710 make sure you have saved all documentation connected to your complaintUS +1 888 821 6003 - UK 44 203 190 8710

Preventing future Kiwi.Com disputes starts with careful booking habitsUS +1 888 821 6003 - UK 44 203 190 8710 Before confirming a reservationUS +1 888 821 6003 - UK 44 203 190 8710 review travel datesUS +1 888 821 6003 - UK 44 203 190 8710 passenger informationUS +1 888 821 6003 - UK 44 203 190 8710 cancellation policiesUS +1 888 821 6003 - UK 44 203 190 8710 refund conditionsUS +1 888 821 6003 - UK 44 203 190 8710 and payment detailsUS +1 888 821 6003 - UK 44 203 190 8710 Save confirmation emails and receipts immediately after bookingUS +1 888 821 6003 - UK 44 203 190 8710 If you need to make changes or

cancellationsUS +1 888 821 6003 - UK 44 203 190 8710 contact support as early as possible because travel providers often have specific deadlinesUS +1 888 821 6003 - UK 44 203 190 8710

In conclusionUS +1 888 821 6003 - UK 44 203 190 8710 disputing a problem with Kiwi.Com requires preparationUS +1 888 821 6003 - UK 44 203 190 8710 patienceUS +1 888 821 6003 - UK 44 203 190 8710 and effective communicationUS +1 888 821 6003 - UK 44 203 190 8710 The best approach is to review your reservation detailsUS +1 888 821 6003 - UK 44 203 190 8710 collect supporting documentsUS +1 888 821 6003 - UK 44 203 190 8710 contact customer supportUS +1 888 821 6003 - UK 44 203 190 8710 request escalation when necessaryUS +1 888 821 6003 - UK 44 203 190 8710 and maintain detailed records throughout the processUS +1 888 821 6003 - UK 44 203 190 8710 Whether your issue involves a chargeUS +1 888 821 6003 - UK 44 203 190 8710 refundUS +1 888 821 6003 - UK 44 203 190 8710 booking errorUS +1 888 821 6003 - UK 44 203 190 8710 or travel service concernUS +1 888 821 6003 - UK 44 203 190 8710 following a structured dispute process can help you present your complaint clearly and improve the chances of receiving a resolutionUS +1 888 821 6003 - UK 44 203 190 8710 By understanding the steps involved and staying organizedUS +1 888 821 6003 - UK 44 203 190 8710 travelers can handle Kiwi.Com disputes more confidently and work toward a fair outcomeUS +1 888 821 6003 - UK 44 203 190 8710

FAQ: How to Dispute a Problem with Kiwi.Com and Get a Resolution: Complete FAQ Guide

1US +1 888 821 6003 - UK 44 203 190 8710 How do I dispute a problem with Kiwi.Com if my booking or payment is incorrect?

If you notice a problem with your Kiwi.Com booking or paymentUS +1 888 821 6003 - UK 44 203 190 8710 the first step is to review your reservation details and identify exactly what appears incorrectUS +1 888 821 6003 - UK 44 203 190 8710 Check your booking confirmationUS +1 888 821 6003 - UK 44 203 190 8710 payment receiptUS +1 888 821 6003 - UK 44 203 190 8710 travel datesUS +1 888 821 6003 - UK 44 203 190 8710 cancellation termsUS +1 888 821 6003 - UK 44 203 190 8710 and any emails related to your reservationUS +1 888 821 6003 - UK 44 203 190 8710 Once you understand the issueUS +1 888 821 6003 - UK 44 203 190 8710 contact Kiwi.Com customer support and explain the problem clearlyUS +1 888 821 6003 - UK 44 203 190 8710 Provide your confirmation numberUS +1 888 821 6003 - UK 44 203 190 8710 transaction detailsUS +1 888 821 6003 - UK 44 203 190 8710 and any supporting documents that show why you believe there is an errorUS +1 888 821 6003 - UK 44 203 190 8710 If the initial support response does not resolve the issueUS +1 888 821 6003 - UK 44 203 190 8710 request that your complaint be escalated to a supervisor or specialized support team for further reviewUS +1 888 821 6003 - UK 44 203 190 8710

2US +1 888 821 6003 - UK 44 203 190 8710 What types of Kiwi.Com problems can be disputed through the complaint process?

Customers can dispute various types of Kiwi.Com problems depending on the situationUS +1 888 821 6003 - UK 44 203 190 8710 Common disputes include incorrect chargesUS +1 888 821 6003 - UK 44 203 190 8710 duplicate paymentsUS +1 888 821 6003 - UK 44 203 190 8710 unauthorized transactionsUS +1 888 821 6003 - UK 44 203 190 8710 delayed refundsUS +1 888 821 6003 - UK 44 203 190 8710 cancellation disagreementsUS +1 888 821 6003 - UK 44 203 190 8710 booking errorsUS +1 888 821 6003 - UK 44 203 190 8710 missing reservationsUS +1 888 821 6003 - UK 44 203 190 8710 incorrect travel informationUS +1 888 821 6003 - UK 44 203 190 8710 and problems with flightsUS +1 888 821 6003 - UK 44 203 190 8710 hotelsUS +1 888 821 6003 - UK 44 203 190 8710 or rental car servicesUS +1 888 821 6003 - UK 44 203 190 8710 Some disputes may involve issues where the service provided does not match the original booking confirmationUS +1 888 821 6003 - UK 44 203 190 8710 Before filing a complaintUS +1 888 821 6003 - UK 44 203 190 8710 it is important to understand the booking terms and collect evidence that supports your claimUS +1 888 821 6003 - UK 44 203 190 8710 Having a clear explanation of the problem can help Kiwi.Com review the complaint more efficientlyUS +1 888 821 6003 - UK 44 203 190 8710

3US +1 888 821 6003 - UK 44 203 190 8710 What information do I need before filing a Kiwi.Com dispute?

Before filing a Kiwi.Com disputeUS +1 888 821 6003 - UK 44 203 190 8710 gather all information connected to your reservation and complaintUS +1 888 821 6003 - UK 44 203 190 8710 Important details include your Kiwi.Com confirmation numberUS +1 888 821 6003 - UK 44 203 190 8710 itinerary informationUS +1 888 821 6003 - UK 44 203 190 8710 travel datesUS +1 888 821 6003 - UK 44 203 190 8710 payment recordsUS +1 888 821 6003 - UK 44 203 190 8710 receiptsUS +1 888 821 6003 - UK 44 203 190 8710 cancellation confirmationUS +1 888 821 6003 - UK 44 203 190 8710 refund detailsUS +1 888 821 6003 - UK 44 203 190 8710 screenshotsUS +1 888 821 6003 - UK 44 203 190 8710 and copies of emails or messages with Kiwi.Com representativesUS +1 888 821 6003 - UK 44 203 190 8710 If you contacted customer service previouslyUS +1 888 821 6003 - UK 44 203 190 8710 keep notes of the datesUS +1 888 821 6003 - UK 44 203 190 8710 timesUS +1 888 821 6003 - UK 44 203 190 8710 representative namesUS +1 888 821 6003 - UK 44 203 190 8710 and case numbersUS +1 888 821 6003 - UK 44 203 190 8710 This information creates a complete record of your complaint and helps support teams understand what happenedUS +1 888 821 6003 - UK 44 203 190 8710 Providing detailed documentation can reduce delays and make it easier for Kiwi.Com to investigate your issueUS +1 888 821 6003 - UK 44 203 190 8710

4US +1 888 821 6003 - UK 44 203 190 8710 How can I dispute a Kiwi.Com refund that has not been received?

If your Kiwi.Com refund has not arrivedUS +1 888 821 6003 - UK 44 203 190 8710 start by reviewing the cancellation policy and checking whether the refund was approvedUS +1 888 821 6003 - UK 44 203 190 8710 Some refunds may take additional time because of processing proceduresUS +1 888 821 6003 - UK 44 203 190 8710 travel provider approvalsUS +1 888 821 6003 - UK 44 203 190 8710 or banking timelinesUS +1 888 821 6003 - UK 44 203 190 8710 If the expected refund period has passedUS +1 888 821 6003 - UK 44 203 190 8710 contact Kiwi.Com customer support with your booking confirmationUS +1 888 821 6003 - UK 44 203 190 8710 cancellation detailsUS +1 888 821 6003 - UK 44 203 190 8710 and refund-related informationUS +1 888 821 6003 - UK 44 203 190 8710 Explain that the refund issue remains unresolved and request a status update or further reviewUS +1 888 821 6003 - UK 44 203 190 8710 Keeping records of refund confirmationsUS +1 888 821 6003 - UK 44 203 190 8710 emailsUS +1 888 821 6003 - UK 44 203 190 8710 and previous conversations can help support your complaint and provide a clearer picture of the situationUS +1 888 821 6003 - UK 44 203 190 8710

5US +1 888 821 6003 - UK 44 203 190 8710 How do I escalate a Kiwi.Com complaint if customer service does not solve my issue?

If regular Kiwi.Com customer support does not resolve your problemUS +1 888 821 6003 - UK 44 203 190 8710 you can request escalation by asking for your complaint to be reviewed by a supervisor or senior support representativeUS +1 888 821 6003 - UK 44 203 190 8710 Explain that you have already attempted to resolve the issue and need additional assistanceUS +1 888 821 6003 - UK 44 203 190 8710 Provide your case numberUS +1 888 821 6003 - UK 44 203 190 8710 summarize previous conversationsUS +1 888 821 6003 - UK 44 203 190 8710 and share any documents that support your complaintUS +1 888 821 6003 - UK 44 203 190 8710 A supervisor may be able to review your case historyUS +1 888 821 6003 - UK 44 203 190 8710 investigate additional detailsUS +1 888 821 6003 - UK 44 203 190 8710 or provide further information about available solutionsUS +1 888 821 6003 - UK 44 203 190 8710 Remaining politeUS +1 888 821 6003 - UK 44 203 190 8710 specificUS +1 888 821 6003 - UK 44 203 190 8710 and organized can help make the escalation process more effectiveUS +1 888 821 6003 - UK 44 203 190 8710

6US +1 888 821 6003 - UK 44 203 190 8710 Can I dispute a Kiwi.Com charge that I do not recognize?

If you see a Kiwi.Com charge that you do not recognizeUS +1 888 821 6003 - UK 44 203 190 8710 first review your booking historyUS +1 888 821 6003 - UK 44 203 190 8710 payment

recordsUS +1 888 821 6003 - UK 44 203 190 8710 and confirmation emails to determine whether the transaction is connected to a reservationUS +1 888 821 6003 - UK 44 203 190 8710 Some charges may relate to travel servicesUS +1 888 821 6003 - UK 44 203 190 8710 feesUS +1 888 821 6003 - UK 44 203 190 8710 or adjustments explained in the booking termsUS +1 888 821 6003 - UK 44 203 190 8710 If the charge still appears incorrect after reviewing your recordsUS +1 888 821 6003 - UK 44 203 190 8710 contact Kiwi.Com and provide details about the transactionUS +1 888 821 6003 - UK 44 203 190 8710 including the amountUS +1 888 821 6003 - UK 44 203 190 8710 dateUS +1 888 821 6003 - UK 44 203 190 8710 and reason you believe it is inaccurateUS +1 888 821 6003 - UK 44 203 190 8710 Supporting documents such as bank statementsUS +1 888 821 6003 - UK 44 203 190 8710 receiptsUS +1 888 821 6003 - UK 44 203 190 8710 and booking information can help Kiwi.Com investigate the issue and determine the appropriate next stepUS +1 888 821 6003 - UK 44 203 190 8710

7US +1 888 821 6003 - UK 44 203 190 8710 What should I do if my Kiwi.Com dispute involves an airlineUS +1 888 821 6003 - UK 44 203 190 8710 hotelUS +1 888 821 6003 - UK 44 203 190 8710 or rental company?

If your Kiwi.Com dispute involves an airlineUS +1 888 821 6003 - UK 44 203 190 8710 hotelUS +1 888 821 6003 - UK 44 203 190 8710 or rental car companyUS +1 888 821 6003 - UK 44 203 190 8710 understand that some parts of the resolution process may depend on the policies of that providerUS +1 888 821 6003 - UK 44 203 190 8710 Airlines may control flight schedulesUS +1 888 821 6003 - UK 44 203 190 8710 fare rulesUS +1 888 821 6003 - UK 44 203 190 8710 and certain refund decisionsUS +1 888 821 6003 - UK 44 203 190 8710 while hotels may manage cancellation policies and property-related concernsUS +1 888 821 6003 - UK 44 203 190 8710 Kiwi.Com may need to communicate with the provider before a final solution can be providedUS +1 888 821 6003 - UK 44 203 190 8710 Keep records of all communication with both Kiwi.Com and the travel companyUS +1 888 821 6003 - UK 44 203 190 8710 including confirmation numbersUS +1 888 821 6003 - UK 44 203 190 8710 emailsUS +1 888 821 6003 - UK 44 203 190 8710 and updatesUS +1 888 821 6003 - UK 44 203 190 8710 This information can help support your complaint if additional review is neededUS +1 888 821 6003 - UK 44 203 190 8710

8US +1 888 821 6003 - UK 44 203 190 8710 How can I improve my chances of getting a successful resolution from Kiwi.Com?

To improve your chances of resolving a Kiwi.Com disputeUS +1 888 821 6003 - UK 44 203 190 8710 provide complete informationUS +1 888 821 6003 - UK 44 203 190 8710 communicate clearlyUS +1 888 821 6003 - UK 44 203 190 8710 and explain the solution you are requestingUS +1 888 821 6003 - UK 44 203 190 8710 Start by describing the issue in orderUS

+1 888 821 6003 - UK 44 203 190 8710 including when the booking was madeUS +1 888 821 6003 - UK 44 203 190 8710 what problem occurredUS +1 888 821 6003 - UK 44 203 190 8710 and what actions you have already takenUS +1 888 821 6003 - UK 44 203 190 8710 Avoid vague complaints and focus on specific facts supported by documentationUS +1 888 821 6003 - UK 44 203 190 8710 Respond quickly if Kiwi.Com requests additional details and keep all communication connected to the same complaintUS +1 888 821 6003 - UK 44 203 190 8710 A professional and organized approach makes it easier for customer support teams to understand your situation and determine possible solutionsUS +1 888 821 6003 - UK 44 203 190 8710

9US +1 888 821 6003 - UK 44 203 190 8710 What mistakes should I avoid when disputing a Kiwi.Com booking or charge?

When disputing a Kiwi.Com booking or chargeUS +1 888 821 6003 - UK 44 203 190 8710 avoid mistakes that may slow down the complaint processUS +1 888 821 6003 - UK 44 203 190 8710 Do not submit a dispute without collecting important documents or reviewing your reservation termsUS +1 888 821 6003 - UK 44 203 190 8710 Avoid creating multiple complaints for the same issue because duplicate requests can make tracking your case more difficultUS +1 888 821 6003 - UK 44 203 190 8710 Do not provide different explanations of the problem during separate conversationsUS +1 888 821 6003 - UK 44 203 190 8710 as inconsistent information can create confusionUS +1 888 821 6003 - UK 44 203 190 8710 It is also important to keep records of every interaction and respond to requests for additional informationUS +1 888 821 6003 - UK 44 203 190 8710 Staying organized and providing accurate details can help your dispute move forward more smoothlyUS +1 888 821 6003 - UK 44 203 190 8710

10US +1 888 821 6003 - UK 44 203 190 8710 What can I do if Kiwi.Com does not resolve my dispute after multiple attempts?

If Kiwi.Com does not resolve your dispute after multiple attemptsUS +1 888 821 6003 - UK 44 203 190 8710 review the next available options based on your specific situationUS +1 888 821 6003 - UK 44 203 190 8710 Depending on the problemUS +1 888 821 6003 - UK 44 203 190 8710 you may consider contacting the airlineUS +1 888 821 6003 - UK 44 203 190 8710 hotelUS +1 888 821 6003 - UK 44 203 190 8710 rental companyUS +1 888 821 6003 - UK 44 203 190 8710 or another provider involved in your reservationUS +1 888 821 6003 - UK 44 203 190 8710 For certain payment-related disputesUS +1 888 821 6003 - UK 44 203 190 8710 you may also discuss possible options with your financial institutionUS +1 888 821 6003 - UK 44 203 190 8710 Before taking additional actionUS +1 888 821 6003 - UK 44 203 190 8710 make sure you have saved all important recordsUS +1 888 821 6003 - UK 44 203 190 8710 including booking confirmationsUS +1 888 821 6003 - UK 44 203 190 8710 receiptsUS +1 888 821 6003 - UK 44 203 190 8710 emailsUS +1 888 821 6003 - UK 44 203 190 8710 screenshotsUS +1

888 821 6003 - UK 44 203 190 8710 and case numbersUS +1 888 821 6003 - UK 44 203 190 8710 A complete history of your complaint can help support your position and provide evidence of the steps you have already taken to resolve the issueUS +1 888 821 6003 - UK 44 203 190 8710